

INDIA TOURISM DEVELOPMENT CORPORATION
CRUISE HOSPITALITY COURSE AT GOA

1. Course Duration:

- 1.1 Duration of Course – 4 weeks + STCW Courses
- 1.2 Number of working hours – $24 \times 6 = 144$ hrs.
- 1.3 Additional activity in evening – $24 \times 2 = 48$ hrs.
- 1.4 Total training $144 + 48 = 192$ hrs.
- 1.5 STCW Courses (2½ Weeks/ 70 hrs.) to be undertaken by the candidates on their own.

2. Proposed Course Contents:

The training is proposed mostly practical/ outdoor and theory consists only 25% of the course. The highlights of the course are one day at sea on a cruise liner and abandon drills on actual life boat. The main features are as follows:

- 2.1 Cruise Industry – Background
- 2.2 Officers & Crew Duties
- 2.3 Life on Board Cruise vessel
- 2.4 Rules and Regulations on Cruise Ship
- 2.5 Problem Resolution
- 2.6 Stress / Time Management
- 2.7 Good Grooming Habits
- 2.8 Safety Drills – Lifeboat & Fire exercises
- 2.9 Naval Terminology
- 2.10 Ports of Call Routine
- 2.11 Embarking / Disembarking Duties
- 2.12 Function and Responsibility of:
 - Food & Beverage Department
 - Food Production Department
 - House Keeping Department

3. Proposed Course Module for Cruise Hospitality:

Methodology: Lecture / Films

- 3.1 Theory classes (36.0 hrs):
 - a) Cruise vessel Background
 - b) Layout of Cruise Ship
 - c) Officers / Crew Duties & Routines
 - d) Maritime English
 - e) Rules & Regulations on cruise ship

- f) Safety Procedures
- g) Interaction with Passengers & Crew Accent
- h) Embarkation / Disembarkation procedures
- i) Professional duties
- j) Hygiene on Cruise Vessel
- k) Onboard Security
- l) Stress Management & Personality Development
- m) Review, Valedictory & Assessment

3.2 Familiarization with USPH Guideline (10.0 hrs)

3.3 Demonstrations (10.0 hrs):

- a) Fire fighting equipments
- b) Life Saving appliances
- c) Pyrotechnics – Flares, smoke signals etc.

3.4 Practical (10.0 hrs):

- a) Embarkation / Disembarkation procedures.
- b) Boat Handling
- c) Galley / Pantry & Cleaning / Hygiene

3.5 Drills (20.0 hrs):

- a) Abandon drill
- b) Life boat drill
- c) Life raft drill
- d) Fire drill
- e) Crowd Management drill

3.6 Orientation/ Visits (20.0 hrs):

- a) Cruise ship Demo Cabin
- b) Pantry & Galley areas cruise ship
- c) Bar & Restaurant on cruise ship
- d) Passenger recreation area on upper deck
- e) Visit to Ports/Naval Training Area

3.7 STCW Courses-D.G. Shipping Training (70.0 hrs):

- a) Fire Prevention & Fire Fighting (FP & FF)
- b) Personal Survival Techniques (PST)
- c) Elementary First-Aid (EFA)
- d) Personal Safety & Social Responsibilities (PSSR)

3.8 Passenger Ship Familiarization. D.G. Shipping
Approved Training (PSF) (10.0 hrs)

3.9 On Job Training (10.0 hrs):

- a) Cruise Vessel in Goa
- b) Ship look alike facility on shore
- c) Day outing on Cruise liner

3.10 Additional practical training in the evening(48.0 hrs):

- a) F&B Service or
- b) Food Production or
- c) Housekeeping

3.11 Cruise Ship-Sign on Procedure Crew Medical (8.0 hrs.)

3.12 Assessment, Examination, Certification – (5.0 hrs.)

TOTAL = 192 hrs. + 70 hrs. STCW Courses

Any additional company specific training can be added upon request.

Mock up facilities of a cruise ship. 3 decks covering an area of approx. 3,000 square feet containing the following areas:

Infrastructure & Facilities

- A life boat station with capacity between 30 to 40 trainees at a time
- Rescue boat station
- Life raft station
- Fire mockup station
- Passenger cabin look alike
- Equipped bar and restaurant
- Small galley and pantry
- Alleyway with safety/fire doors and windows
- Alarm & Public Address system

Equipment

- Life Saving Appliances (LSA)
- Life Raft (3)
- Fire Fighting Appliances (6 extinguishers)
- Life boat (40 capacity)
- Rescue boat (4-6 capacity)
- Casualty Evacuation gear
- Dummy liquor glasses, crockery & cutlery for practical training
- Life jackets (45)
- Personal Protective Equipment (PPE) as specified
- Compressed Air Breathing Apparatus (CABA), Emergency Life Savings Apparatus (ELSA), Resuscitator etc. required fro rescue